Diversity, Equity and Inclusion (DEI) in the Electronic Health Record

Capturing the Lived Experiences of Patients

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The 25X5 DEI Taskforce
Leaked video shows new details of George Floyd's fatal arrest

No, he’s staying put where I got him.
How different would the documentation be if it were written from the patient’s perspective?
Structure
Structure: Culture

- Ivory tower
- Clinical training and education
Personal characteristics that help or hinder optimal usage of health care:

- Background, personal history, historic trauma, e.g. clinicians and patients same race/ethnicity
- Differences in education, culture, language, literacy levels
- Familiarity with and ability to navigate through systems
- Person resources (financial, social, geographic location) e.g. “VIP” patients
- Access to healthcare, healthy food, housing
Organizational policies and procedures
Front office role (administration, triage)
e.g. Ebola “did you travel lately?”

Structure: Organizational
Current structure resonates with the people who create and use the documentation
Different people express their data differently
Think about how the Eurocentric paradigm influences documentation (i.e., design)
• Who defines the goals of documentation process
• For example, regulatory requirements like meaningful use
2 Process

- Important patient characteristics (e.g. race, ethnicity, gender identity, sexual orientation, cultural heritage) may be documented based on either confidence of the recorder or perceived value to the system.

- Information may be screened out if deemed unimportant.
Outcomes

- Patient-centered care components, like preferences, core values, contextual information, shared decision-making preferences may be missing.
Outcomes

- For what purposes do we use our documentation?
- If a document is used in the court of law, who is silenced?
Outcomes

- Information is filtered through systems and processes
- Downstream data is biased
- Effect of data collection on data science
Please remember, there is a lot that we don’t record that matters in healthcare.
If we recorded the whole patient visit would we fix the problem?
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